Microsoft Exchange Server

Chapter 6.1
Moving Mailboxes to Exchange 2000

Deployment Guide

Abstract

After installing Exchange 2000, you will probably want to migrate mailboxes from Exchange 5.5 to Exchange 2000. This chapter outlines the steps necessary to move mailboxes from Exchange 5.5 servers to an Exchange 2000 server.

This is a preview edition of the Microsoft Exchange 2000 Server Upgrade Series. The final documentation will be available in November 2000.

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INTRODUCTION

Depending on your plans for migration and coexistence, once you have completed the successful installation of Exchange 2000, you might now want to move mailboxes across from the Exchange 5.5 servers. This move will let you take advantage of the additional features that Exchange 2000 offers, such as the Web store, storage groups and multiple mailbox stores. By following the procedures in this chapter, you will learn how to move mailboxes from Exchange 5.5 servers to your new Exchange 2000 servers.

There are situations when you might not want to migrate mailboxes onto all the Exchange 2000 servers within your organization. For example, you might want an Exchange 2000 server to act as a messaging bridgehead server in a multi-server location, or as the front-end in a front-end/back-end server configuration.

Chapter Sections

This chapter consists of the following sections:

- Preparing for possible move mailbox issues.
- Moving mailboxes from Exchange 5.5 to Exchange 2000.
- Post move mailbox procedures.
- Decommissioning Exchange 5.5 Systems.
- Recovering after a failed mailbox move.

Before you start on the individual procedures, make sure that you have fulfilled the prerequisites.

Prerequisites

To move mailboxes between Exchange 5.5 and Exchange 2000, you will need to use a workstation or server on which the Exchange 2000 management tools are installed. The specific tool you will use is the Windows 2000 Active Directory Users and Computers snap-in, which you can install from the Exchange 2000 Server CD.

To install the Exchange 2000 management tools, run Setup from the Exchange 2000 CD and then select a custom installation. From the component selection page, choose to install only the Exchange 2000 management tools.

Design Considerations

Moving mailboxes from downlevel Exchange systems to Exchange 2000 systems is the first step in decommissioning the 5.5 servers. For you to follow this process, you will need an Exchange 2000 server installed in the same Exchange site in which your current mailbox server is installed.

Resource Requirements

This section details the resources you will need to move mailboxes from downlevel Exchange systems to an Exchange 2000 server.

Mailbox Administrator Team

To make the changes outlined in this chapter, you must be a member of the current Exchange 5.5 administrators group.

Security and Account Privileges

The account you use to perform the migration process must have Exchange Administrator privileges in the Exchange 2000 Administrative Group in which the Exchange 2000 server is installed, as well as Exchange Administrator rights in the Exchange 5.5 site that contains the mailboxes.

Skills

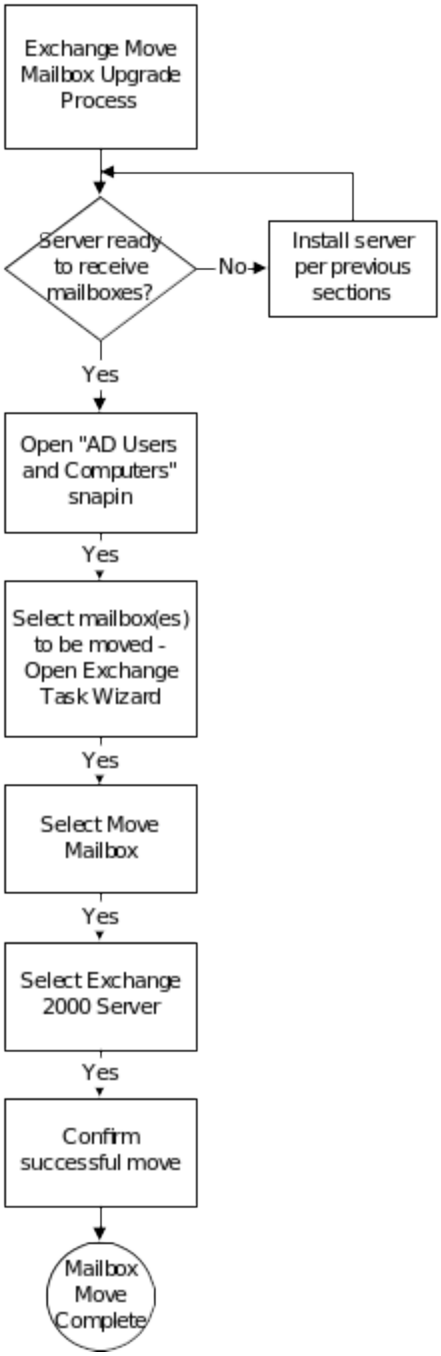
If you are performing this task, you should have experience administering Exchange 5.5.

If you have experience administrating Exchange 2000, this is an added plus although it is not a requirement, as this guide is designed to assist you in this task.

System Prerequisites

To move mailboxes to an Exchange 2000 server in an existing Exchange organization, you must have installed an Exchange 2000 server into the same Exchange site as your existing Exchange 5.5 mailbox server.

PREPARING FOR POSSIBLE MOVE MAILBOX ISSUES



Before explaining how to create a roll-back position for a move-mailbox upgrade, it is important to first understand what happens during this process. In a move-mailbox upgrade, the mailbox is moved between Exchange servers using the administrative utilities: in this case, the Windows 2000 Active Directory Users and Computers MMC. When you move mailboxes between servers, the following steps occur:

- A connection is made to both servers. If the connection attempt fails, the move operation fails and no fallback is required.
- Assuming that the connection is good, messages are then copied from one server to the other. If at any point during this process a problem occurs, the process will fail. Any data that has already been copied is deleted and the old mailbox is still available. No fallback is needed in this case.
- After the messages have been copied, the directory service is updated to reflect the new location of the mailbox (in this case, both directories: Windows 2000 Active Directory and the Exchange 5.5 server directory). If this fails in any way, the new data is deleted, the system reverts to the old location and there is still no requirement for fallback.
- Finally, after the mail has been successfully moved and the directory updated, the mail is deleted from the old server. The only way this can fail is if it was not copied across to begin with (for example, a corruption in the store might cause this, but then the mail wouldn't be copied in the first place). The chance that the process would get this far and then fail is infinitesimal. If the migration has made it to this point, the operation has been a success and there is no need for fallback.

As you can see from this short discussion, there is no direct requirement for a rollback position during the mail migration operation. Even so, before proceeding with this upgrade process, you should make backups of both the sending and receiving Exchange servers.

What you will need

To carry out this task, you will require the following tools:

- Preferred Exchange 5.5 backup software
- Preferred Exchange 2000 backup software
- Documented downlevel Exchange backup procedure

What you should know

Before you start, you should know the following information.

- An account name and password that has permission to backup the upgraded servers

To backup the Exchange systems, you should perform an online backup of the Exchange databases on both the Exchange 5.5 and Exchange 2000 servers. However, the Exchange 2000 backup is necessary only if there are mailboxes on both systems before the start of the migration process. Once this backup is complete, you are ready to start moving mailboxes.

MOVE MAILBOX UPGRADE
FROM DOWNLEVEL
EXCHANGE TO
EXCHANGE 2000

You should perform another backup of the newly-populated Exchange 2000 server databases after the migration process finishes. Be aware that if you move a significant amount of data between these servers, then this backup could take considerable time to complete. This extra backup time should be taken into consideration when planning and scheduling mailbox moves.

Now that you have completed the prerequisite tasks, it is time to move mailboxes.

What you will need

To carry out this procedure, you will need the following:

- An Exchange 5.5 server and a list of mailboxes that you want to move from that server.
- An Exchange 2000 server in the same Exchange site as the Exchange 5.5 server.

What you should know

Find out the following information before you start.

The name and password for an account with Exchange 2000 Administrator privileges and downlevel Exchange Admin privileges (see the Resource Requirements section for details).

Procedure Steps

Carry out the following steps:

1. Click Start, point to Programs, point to Microsoft Exchange, and click **Active Directory Users and Computers**.
2. Expand the Domain where the user accounts exist and then expand the OU that contains the user accounts.
3. Select the user account(s) that has the mailbox(es) you wish to move. Then, from the SnapIn **Action** menu, click **Exchange Tasks**. On the **Welcome to the Exchange Task Wizard** page, click **Next**.
4. On the **Available Tasks** page, click **Move Mailbox**, and then click **Next**.
5. On the **Move Mailbox** page, select the Exchange 2000 server to which you want to move the mailbox, and then click **Next**.

POST MOVE MAILBOX PROCEDURES

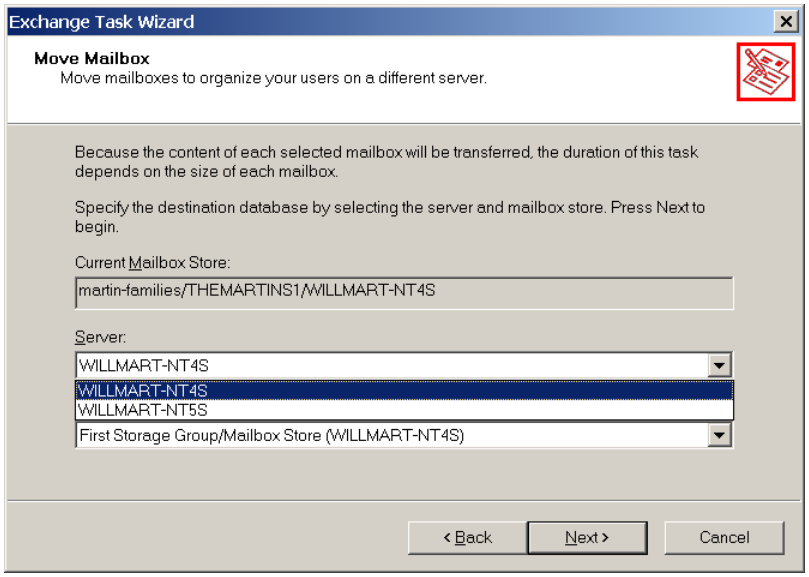

Exchange Task Wizard
Move Mailbox
Move mailboxes to organize your users on a different server.
Because the content of each selected mailbox will be transferred, the duration of this task depends on the size of each mailbox.
Specify the destination database by selecting the server and mailbox store. Press Next to begin.
Current Mailbox Store:
martin-families/THEMARTINS1/WILLMART-NT4S
Server:
WILLMART-NT4S
WILLMART-NT4S
WILLMART-NT5S
First Storage Group/Mailbox Store (WILLMART-NT4S)
< Back
Next >
Cancel

Figure 1 Exchange Task Wizard – Move Mailbox Task

6. On the **Task in Progress** page, you can watch as the mailbox is being moved. When this is complete, click **Next**.
7. On the **Completing the Exchange Task Wizard** page, you can review which mailbox(es) were moved successfully.
8. Repeat this process for all the mailboxes you want to move. You can also select several mailboxes at once and move them together, much like you can with Exchange 5.5.

Note: Exchange 2000 and Windows 2000 have interfaces for performing this process using scripts. If you want to investigate this option, use Collaborative Data Objects for Exchange Management (CDO-EM). You can get information on these application programming interfaces (APIs), including samples of how to use them, from the **Microsoft Developers Network (MSDN).**

Once you have successfully moved your mailboxes from Exchange 5.5 to Exchange 2000, you should make a full on-line backup of the new Exchange 2000 database. Should disaster strike at some future time, you can roll back to the point at which you migrated the mailboxes.

What you will need

You will need to the following items before you start:

- Preferred downlevel Exchange server backup software
- Preferred Exchange 2000 server backup software

RECOVERING AFTER A FAILED MAILBOX MOVE TO AN EXCHANGE 2000 SERVER

- Documented downlevel Exchange 2000 procedure
- Documented Exchange 2000 backup procedure

What you should know

You will also need the following information.

An account name and password that has permissions to backup the server on which Exchange 2000 will be installed.

The Procedure

Implement a full Exchange backup of both the systems, using the backup procedures for that specific version of Exchange. Once you have a full backup of the system, you have completed the mailbox move to Exchange 2000.

Once you have moved the mailboxes from your Exchange 5.5 server, what you do with this machine depends on the topology and connectivity options within your Exchange organization. You should have already planned for this eventuality in the architecture phase. The options are:

- If it fits the hardware specification for Exchange 2000, upgrade it.
- If you need to use messaging connectors on Exchange 5.5 that do not have Exchange 2000 equivalents (such as SNADS), then keep it in the Exchange organization and host the connectors on that machine. However, this will mean that you cannot yet convert your Exchange organization to native mode.
- If you have no further need for this machine as an Exchange server, remove it from the organization and reallocate it for another use.

This final choice is not as simple as just switching off the machine. You also need to ensure that it has been correctly removed from the directory and that you have migrated any other Exchange components from this server.

If you do decide to decommission an Exchange 5.5 server, it can subsequently be used for other networking services, rebuilt as a Windows 2000 server, or just stuck in a corner of the workshop and ignored.

As discussed at the beginning of this chapter, there is no real reason why a move mailbox recovery should be necessary. If the mailbox did not move, it is still on the original server and does not need to be recovered. If the mailbox is on the new server, the operation succeeded. QED.

SUMMARY

However, in some extreme case whereby lightning hits your router at just the critical moment of transfer, the following steps show you how to roll back the move.

What you will need

- Downlevel Exchange server
- Exchange 2000 server in the same Exchange site as the downlevel Exchange server and a list of mailboxes that will be moved from that server

What you should know

- Name and password for an account with Exchange 2000 Administrator privileges and downlevel Exchange Admin privileges (see the Resource Requirements section for details)

Recovery Process

The first thing you need to do is to discover the status of the mailboxes. Are they on the Exchange 2000 machine but corrupt, or are they still on the Exchange 5.5 server? In nearly all cases where you are trying to recover from a failed move mailbox process, you are looking at deleting any data that has transferred across to the Exchange 2000 machine and then, if necessary, restoring the mailboxes on the Exchange 5.5 server. Once you have restored the data on the Exchange 5.5 server and cleaned up the Exchange 2000 databases, you can attempt the migration again.

However, if there are issues with the Exchange 2000 server that are not related to the mailbox move process, you may need to move the mailboxes from this server to the downlevel Exchange server. You can do this by performing the steps outlined in this chapter, but instead of selecting the Exchange 2000 server as the destination in Step 4, select the downlevel Exchange server.

In this chapter, you learned how to move mailboxes from Exchange 5.5 to Exchange 2000 servers. You were shown how to limit your risk by backing up your system before you moved the mailboxes, and backing it up again you finished the move operation. After completing this process, you were shown how you can decommission your Exchange 5.5 servers and remove them from your organization.

More Information

For more information on moving mailboxes from Exchange 5.5 to Exchange 2000 servers in the same Exchange site, see the following document.

Guide to Upgrading from Exchange Server 5.5 to Exchange 2000 Server

Preview Documentation

http://www.microsoft.com/exchange/productinfo/E2KGuide.htm